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AMENDMENTS TO THE CLAIMS:

This listing of claims replaces all prior versions and listings of claims in the application:

LISTING OF CLAIMS:

1   1. (Currently Amended) A method of managing workflows in a service provider

2   environment in which a service provider provides data storage resources to a customer,

3   comprising:

4   providing the customer with a list of types of work order requests to select work to be

5   performed based on a permission level defining a level of access to the data storage ~~storages~~

6   resources allowed to the customer, the work order requests comprising requests to manage

7   configuration of the data storage resources provided to the customer, wherein the list of the types

8   of work order requests comprises at least one of requests to:

9   create a mirror; or

10   restore remote mirroring;

11   receiving a selection of a type of work order request from the customer prior to

12   performance of work associated with the selection;

13   enabling the customer to generate a work order request of the selected type in a work order

14   request submission;

15   creating a database object based on the work order request; and

16   storing the database object in a database.

1   2. (Original) The method of claim 1, wherein enabling comprises:

2   providing to the customer at least one task screen corresponding to the selected type of

3   work order request and usable by the customer to generate the work order request.

1   3. (Original) The method of claim 1, wherein the work order request comprises values of

2   parameters specific to the selected type of work order request.

1   4. (Original) The method of claim 1, wherein the database object comprises elements that

2   include a customer identifier and the selected type of work order request.

1   5. (Original) The method of claim 4, wherein the elements further include a state to

2   indicate status of the work order request.

1   6. (Previously Presented) The method of claim 5, wherein the state is set to indicate a

2   new work order request initially and later changed to indicate a closed work order request.

1   7. (Original) The method of claim 5, further comprising:

2   assigning a work order request identifier to the work order request; and

3   providing the assigned work order request to the customer.

1   8. (Original) The method of claim 7, wherein the database object is stored in the database

2   as a table entry, the table entry including fields to store information associated with each of the

3   elements.

1   9. (Original) The method of claim 8, wherein the elements further comprise the assigned

2   work order request identifier and the work order request is stored in one of the fields in the table

3   entry.

1   10. (Currently Amended) The method of claim 9 5, further comprising:

2   processing the work order request using the table entry, processing comprising attempting

3   to perform any tasks required to satisfy the work order request; and

4   updating the state based on the results of the processing.

1   11. (Previously Presented) The method of claim 10, wherein updating comprises:

2   marking the state to indicate that the work order request is closed if such tasks are

3   performed successfully; and

4   marking the state to indicate a failure if such tasks are not performed successfully.

1   12. (Original) The method of claim 10, further comprising:

2   generating a billable event when the work order request is closed; and

3   storing the billable event in the database in association with the customer identifier and

4   account information.

1   13. (Original) The method of claim 1, wherein work order request submission is in the

2   form of an email.

1   14. (Original) The method of claim 1, wherein work order request submission is in the

2   form of HTTP.

1   15. (Original) The method of claim 10, wherein processing is managed by a workflow

2   automation that periodically queries the database to locate any new work order requests based on

3   the state in the table entry for each work order request.

1   16. (Currently Amended) The method of claim 15 12, wherein the processing, updating,

2   and the generating and storing of the billable event are handled by the workflow automation.

1   17. (Original) The method of claim 15, wherein the workflow automation invokes other

2   processes needed to perform the work order request.

1   18. (Original) The method of claim 10, wherein processing is managed manually by an

2   administrator of the service provider.

1   19. (Currently Amended) The method of claim 18 12, wherein the processing, updating,

2   and the generating and storing of the billable event are handled manually by the service provider

3   administrator.

1   20. (Currently Amended) The method of claim 18 12, wherein the processing, updating,

2   and the generating and storing of billable events are managed manually by the service provider

3   administrator when the state indicates a failure.

1   21. (Currently Amended) A computer program product residing on a computer-readable

2   medium for managing workflows in a service provider environment in which a service provider

3   provides data storage resources to a customer, the computer program product comprising

4   instructions causing a computer to:

5   provide the customer with a list of types of work order requests to select work to be

6   performed based on a permission level defining a level of access to the data storage storages

7   resources allowed to the customer, the work order requests comprising requests to manage

8   configuration of the data storage resources provided to the customer, wherein the list of types of

9   work order requests comprises comprise at least one of requests to:

10   connect the data storage resources to a server;

11   allocate the data storage resources to a customer account;

12   create a mirror; or

13   restore remote mirroring; or

14   split a business continuance volume (BCV);

15   receive a selection of a type of work order request from the customer prior to performance

16   of work associated with the selection;

17   enable the customer to generate a work order request of the selected type in a work order

18   request submission;

19   create a database object based on the work order request; and

20   store the database object in a database.

1   22. (Currently Amended) An apparatus for managing workflows in a service provider

2   environment in which a service provider provides data storage resources to a customer,

3   comprising:

4   means for providing a customer with a list of types of work order requests to select work

5   to be performed based on a permission level defining a level of access to the data storage ~~storages~~

6   resources allowed to the customer, the work order requests comprising requests to manage

7   configuration of the data storage resources provided to the customer, wherein the list of the types

8   of work order requests comprises at least one of requests to:

9   create a mirror; or

10   restore remote mirroring;

11   means for receiving a selection of a type of work order request from the customer prior to

12   performance of work associated with the selection;

13   means for enabling the customer to generate a work order request of the selected type in a

14   work order request submission;

15   means for creating a database object based on the work order request; and

16   means for storing the database object in a database.

1   23. (Currently Amended) The method of claim 1 wherein the list of the types of ~~the~~ work

2   order requests further comprises ~~comprise at least one of~~ requests to~~:~~

3   ~~connect the data storage resources to a server;~~

4   ~~allocate the data storage resources to a customer account;~~

5   ~~create a mirror;~~

6   ~~restore remote mirroring; or~~

7   split a business continuance volume (BCV).